

Management Norms

We treat each other and our clients with dignity and respect.

We are accountable, and we hold each other accountable.

We establish priorities that are aligned with the business objectives of our clients. These priorities drive everything we do.

We never leave a meeting without fully understanding the goal, context of the situation, and expected deliverables of any given task.

We communicate early, openly, and often.

We deliver excellent products on time. Deadline extensions are the exception and must be requested.

We seek and give constructive feedback in a respectful manner.

We ensure that our meetings are organized, productive, and efficient by:

- Beginning and ending meetings on time
- Scheduling meetings to begin ten minutes after the hour and end five minutes before the hour
- Having stated objectives and a written agenda that are shared with attendees prior to meetings
- Concluding meetings with a wrap-up, clearly assigned actions, and next steps
- Designating a scribe for team meetings as appropriate. The scribe provides participants with a list of actions and a meeting summary.

We self-learn and teach others.

We have fun and celebrate accomplishments.